



## COMPLAINTS PROCEDURE

Cabinet Office Guidance for Public Bodies Openness and Accountability sets out that the complaints procedure covering complaints from members of the public and businesses must be published. We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

### HOW TO MAKE A COMPLAINT

**Please provide us with as much information as you can to help us investigate your complaint, including:**

- A clear, detailed description of what your complaint is about;
- A description of your desired outcome;
- Copies of any letters or emails related to the complaint;
- Your email address or postal address so we can reply.

Please address your complaint to the person responsible if you have their name.

### CONTACT DETAILS FOR COMPLAINTS

LocatED  
6th Floor  
Roxburghe House  
273-287 Regent Street  
London W1B 2HA

Email – [complaints.mailbox@LocatED.co.uk](mailto:complaints.mailbox@LocatED.co.uk)

Contact page - [LocatED.co.uk/contact-us/](http://LocatED.co.uk/contact-us/)

Telephone - 020 7654 6218

### HOW WE ACTION YOUR COMPLAINTS

When we receive a complaint, we immediately refer it to an appropriate staff member who will then carry out an investigation.

We will reply in writing within 15 working days from when we receive your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom.

If we find that our service has not met the standards we expect of ourselves, we will also acknowledge where things could have been done better and tell you what we will do to avoid



the same thing happening again. Equally, if we don't agree with your complaint, we will let you know why.

## WHAT TO DO IF YOU ARE NOT SATISFIED WITH OUR DECISION

The final outcome to your complaint will include details of who to contact next if you remain unsatisfied with our decision. This will normally be an appropriate senior manager of LocatED, who will then review all the documentation associated with your complaint and provide their decision in writing.

That is the final stage of review for any complaint within LocatED, however, if you are still unhappy, you can refer your complaint to the [Parliamentary and Health Service Ombudsman](#).

## OTHER COMPLAINTS

The procedure is for dealing with complaints relating to the services provided by LocatED; we cannot help with complaints about particular government policies. If you have a complaint about a policy, you can contact the minister for that policy, or alternatively [contact your local MP](#).

## OUR CUSTOMER SERVICE STANDARDS

We aim to:

- Respond to your letters and emails (including complaints) within 15 working days, or 20 working days for freedom of information requests (in line with government standards);
- Answer at least 80% of calls within 30 seconds between 9am and 5.30pm on working weekdays;
- Be as polite, clear and helpful as possible;
- Encourage you to give us feedback on our service so we can improve it.

However, we will not respond to complainants who use obscenities, racist, sexist or homophobic language, or who are personally offensive about members of our staff.